

ABSTRACT OF THE DISCLOSURE

[0060] Voice mail service in an environment having multiple voice mail technology platforms is provide by an Automatic Message Attendant (AMA) device and a subscriber profile database. The AMA device has a platform selector element that queries the subscriber profile database for voice mail technology platform indicator information, which it then uses to select a voice mail technology platform. Additionally, the AMA device may also have a greeting player and message recorder element that queries an announcement database, and a content adapter element that queries a message format requirement database. Thus, the AMA device may also provide call termination functionality by playing a greeting and recording a message from the caller, and converting the recorded message into a format suitable for use with the selected voice mail technology platform.

CI099:0CI21:354884:2:LOUISVILLE